

Eastern Kentucky University
Continuing Education & Outreach—Workforce Education
www.ceo.eku.edu/workforce

▶ **CLASSES COMING TO LANCASTER, KENTUCKY** ◀



FIRST LINE SUPERVISION CERTIFICATE PROGRAM

Training for First Line Supervisors will be provided at two levels: Core Concepts I and Advanced Core Concepts II, both of which are 3 days each.

Core Concepts I

This 18-contact hour class will be spread over a 3-day period and is structured for new supervisors or those with no formal supervisory training. Participants will have the opportunity to learn vital skills needed to successfully supervise in today's ever-changing workplace. This course is based around the book *"Taking the Step up to Supervisor"* by Geoff Nichols and includes the following topics:

- Learning Your New Role
- Expectations of Supervision
- Motivating and Coaching Others
- Developing Communication Skills
- Managing Conflict
- Enacting Progressive Discipline
- Managing Your Time and Stress

Meyers Brigg Type Indicator (*a personal assessment with results given to participants*)

Advanced Core Concepts II (coming in 2010)

After completing Core Concepts I, participants are eligible to enroll in the advanced course which expands the concepts introduced earlier through detailed examination and case-study experience. Additional topics focus on the performance appraisal process, legal aspects of supervision and growing into management. Learn to make your best skills as supervisor become second nature.

TRAINING SCHEDULE

Lancaster, Kentucky
Lancaster Higher Education Center *
67 Public Square
August 17-18 & 25, 2009

**The class may be moved to the Community Room
at a local bank depending upon
size of the class.*

Class begins at 9:00 a.m. each day
and continues until 4:00 p.m.
with an hour for lunch.

REGISTRATION FEE

"First Line Supervision Core Concepts I"
is being offered to the Lancaster area
community at a reduced rate of
\$20 per person.

Upon successful completion of each
course, participants will receive a
Certificate of Completion along with 1.8
CEU's.



REGISTRATION FORM

PLEASE PRINT INFORMATION

NAME: _____

TITLE: _____

AGENCY: _____

ADDRESS: _____

CITY: _____

STATE: KY ZIP CODE: _____

E-MAIL ADDRESS: _____

Are you currently a supervisor? _____

If so, how long have you been a supervisor? _____

How many employees do you supervise? _____

METHOD OF PAYMENT

☐ Check Enclosed (payable to EKU)

☐ Credit Card

Circle: Visa MasterCard AMEX

_____ Card number

_____ Expiration date

☐ Invoice agency/company (must attach purchase order for this option)

REGISTRATION FEE

The registration fee has been reduced to \$20.00 per person for the Lancaster area community. The fee includes the workbook to use in class and keep.

Slots are available on a first-come, first-served basis so register early. You will receive an e-mail confirmation as to your acceptance into the class.

CANCELLATION POLICY

If you need to cancel for any reason, you must do so 10 working days prior to the class in order to receive a refund.

Mail completed form to:

Continuing Education and Outreach
Attn: Tammy Cole
202 Perkins Building
Eastern Kentucky University
521 Lancaster Avenue
Richmond, KY 40475

Register over the Phone: (859) 622-8405

Fax form to: (859) 622-6205



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*Training for First Line Supervisors ~ Core Concepts I
Registration Form*